

HP BladeSystem Matrix 6.0 Compatibility Chart



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Intended audience

This document is for the person who installs, administers, and troubleshoots servers and storage systems. HP assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.

Revision history

Document version	Published	Changes
658133-002	August 2011	HP BladeSystem Matrix 6.0 firmware revisions Upgrades to HP Onboard Administrator (OA) 3.21, HP Integrated Lights-Out 2 Advanced (iLO2) to 2.06, Virtual Connect (VC) 3.18, and Matrix ProLiant server blade system ROMs as a set
658133-001	April 2011	HP BladeSystem Matrix 6.0 firmware revisions Upgrades to HP Onboard Administrator (OA) 3.21 and Virtual Connect (VC) 3.18 as an atomic set
602377-001	March 2010	Initial HP BladeSystem Matrix 6.0 release

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1 About this document

As of June 2011, the product name of HP BladeSystem Matrix has been renamed to HP CloudSystem Matrix. While some documents before June 2011 may continue to have references to the HP BladeSystem Matrix product name, these references are interchangeable with HP CloudSystem Matrix.

This document specifies the HP BladeSystem Matrix 6.0 definition of hardware, firmware, and software. The hardware components, the firmware versions, and the software versions listed in this document have been tested as a solution set, and are fully supported by HP. For BladeSystem Matrix support, HP cannot support the use of hardware or versions of firmware or software that are not part of this BladeSystem Matrix 6.0 definition.



CAUTION: The specific firmware and software versions listed in this document provide support for BladeSystem Matrix 6.0 and must be used together to ensure complete solution component compatibility and full functionality, since these have been tested as a set. Using other version levels, including later revisions of individual components, might result in operational issues. Always refer to the latest version of this document at <http://www.hp.com/go/matrixcompatibility>.

2 HP BladeSystem Matrix hardware

Enclosure and server blades

This chapter shows the supported enclosures and server blades for HP BladeSystem Matrix.

HP BladeSystem c7000 enclosure components

- HP BladeSystem c7000 enclosure with 6 power supplies, 10 fans
- HP BladeSystem c7000 Onboard Administrator with KVM option, redundant pair
- HP Virtual Connect Flex-10 10Gb Ethernet modules, redundant pair
- HP Virtual Connect 8Gb 24-Port FC Module for BladeSystem c-Class, redundant pair
- BladeSystem Matrix documentation CD
- BladeSystem Matrix label attached to 10000 series rack door handle

HP ProLiant server blades

- HP ProLiant BL260c G5 and G6
- HP ProLiant BL460c G5 and G6
- HP ProLiant BL465c G5 and G6
- HP ProLiant BL490c G6
- HP ProLiant BL495c G5 and G6
- HP ProLiant BL680c G5
- HP ProLiant BL685c G5 and G6

HP Integrity server blades

- HP Integrity BL860c
- HP Integrity BL870c

The management software licenses packaged with BladeSystem Matrix provide licenses to manage ProLiant c-Class server blades. HP BladeSystem Integrity c-Class Server Blades require separate licensing. For HP-UX users, HP recommends purchasing HP-UX 11i v3 Virtual Server OE (VSE-OE) or HP-UX 11i v3 Data Center OE (DC-OE) to obtain the necessary Integrity management software licenses to use with BladeSystem Matrix. For HP-UX information, go to <http://www.hp.com/go/hpx>.

Storage systems

SAN functionality

HP BladeSystem Matrix 6.0 supports the use of virtual and physical logical servers. Virtual logical servers use storage from the file system of the hypervisor. Physical logical servers use storage provisioned from the SAN for flexible movement.

HP recommends Fibre Channel Storage Area Network (SAN) with boot-from-SAN capability (for physical blade deployments). BladeSystem Matrix supports any Fibre Channel storage solution, which supports the Virtual Connect environment, N_Port ID Virtualization (NPIV), and boot-from-SAN capability (boot volume as a pre-presented LUN). To realize the benefits of Virtual Connect logical servers, including the ability to move logical servers and to easily repurpose server blades associated with inactive logical servers, you must remove or disable any local disks.

HP BladeSystem Matrix 6.0 does not support physical provisioning with the HP StorageWorks SAN Virtualization Services Platform, which does not currently support the presentation of storage to a Virtual Connect HBA initiator WWN that is not visible on the SAN fabric at the time of the presentation. Virtual Connect initiator WWNs are not visible on the SAN fabric until they are applied to a server HBA which has been powered-on.

Use of Insight Recovery 6.0 requires an EVA or XP array per site plus HP StorageWorks Continuous Access replication software.

The storage validation feature of Insight Dynamics 6.0 logical server management is supported on the following HP StorageWorks Disk Arrays:

- MSA1000/1500
- EVA3000/5000/4x00/6x00/8x00

Fibre Channel storage and switch recommendations

For FC SAN solutions, HP recommends HP StorageWorks (XP, EVA, and MSA) Disk Arrays. Specifically, the EVA4400 has been optimized for ordering and fulfillment with BladeSystem Matrix.

The customer must provide compatible connectivity to a compatible FC SAN array. Customer-supplied Fibre Channel switches to an external SAN must support boot from SAN and NPIV functionality. Refer to the hp website (<http://www.hp.com/storage/spock>) for a list of switches and storage that are supported by Virtual Connect Fibre Channel. Simple registration is required. Following login, navigate to Other Hardware > Virtual Connect > HP VC 8Gb 24-Port Module.

3 HP BladeSystem Matrix firmware

The HP BladeSystem Matrix 6.0 firmware definition consists of HP BladeSystem Firmware Release Set, version 2010.01 and updates.

HP BladeSystem Firmware Release Set 2010.01

The HP BladeSystem Firmware Release Set 2010.01 consists of a collection of individual firmware components which have been tested and verified together in an integrated BladeSystem solution environment. The following Enclosure firmware and Server firmware sections identify items contained in the Firmware Release Set 2010.01 that pertain to the BladeSystem Matrix 6.0 firmware definition. The Firmware Release Set 2010.01 does not contain Integrity server firmware.

Firmware release set contents

HP BladeSystem Firmware Release Set 2010.01	Version
Firmware Deployment Tool	1.70
Online Firmware Bundle for Windows®	1.70
Online Firmware Bundle for Linux	1.70

To download the HP BladeSystem Firmware Release Set 2010.01, go to
<http://www.hp.com/go/matrixcompatibility>.

Enclosure firmware

Onboard Administrator

Component	Version
HP BladeSystem c7000 Enclosure Onboard Administrator (OA)	2.60 ¹ 3.21 ¹

¹ HP recommends updating to OA 3.21, iLO2 2.06, VC 3.18, and the latest Matrix ProLiant server blade system ROMs as a set. These versions can be downloaded from www.hp.com.

Server firmware

BIOS

Server blade model	Version
HP ProLiant BL260c G5	I20 2009.07.10
HP ProLiant BL280c G6	I22 2009.10.01 ¹
	I22 2011.05.05 ¹
HP ProLiant BL460c G5	I23 2009.07.10 ¹
	I23 2011.05.02 ¹

Server blade model	Version
HP ProLiant BL460c G6	I24 2009.10.01 ¹ I24 2011.05.05 ¹
HP ProLiant BL465c G5 and G6	A13 2009.07.27 ¹ A13 2011.05.02 ¹
HP ProLiant BL490c G6	I21 2009.10.01 ¹ I21 2011.05.05 ¹
HP ProLiant BL495c G5 and G6	A14 2009.07.27 ¹ A14 2011.05.02 ¹
HP ProLiant BL680c G5	I17 2009.07.10 ¹ I17 2011.05.02 ¹
HP ProLiant BL685c G5	A08 2009.07.20 ¹ A08 2011.05.02 ¹
HP ProLiant BL685c G6	A17 2009.07.28 ¹ A17 2011.05.02 ¹

¹ HP recommends updating to OA 3.21, iLO2 2.06, VC 3.18, and Matrix ProLiant server blade system ROMs as a set. These versions can be downloaded from www.hp.com.

Power management controller firmware

Component	Version
Power Management Controller Firmware (embedded on specific HP ProLiant servers)	3.4(D)

Integrated Lights-Out 2 Advanced for BladeSystem

Component	Version
HP Integrated Lights-Out 2 (iLO2) Advanced for BladeSystem	1.81 ¹ 2.06 ¹

¹ HP recommends updating to OA 3.21, iLO2 2.06, VC 3.18, and Matrix ProLiant server blade system ROMs as a set. These versions can be downloaded from www.hp.com.

Smart Array controllers

Component	Version
Smart Array P410i	2.50
Smart Array P400 and P400i	6.86
Smart Array E200 and E200i	1.84

Ethernet mezzanine cards and embedded controllers

Component	Version
<ul style="list-style-type: none"> • NC325m • NC326i • NC326m • NC370i • NC373i • NC382m • NC532i • NC532m 	<ul style="list-style-type: none"> • Linux FW component version 2.2.4 • Windows® FW component version 2.1.5.5
<ul style="list-style-type: none"> • NC360m • NC364m 	<ul style="list-style-type: none"> • 1.00
<ul style="list-style-type: none"> • NC362i 	<ul style="list-style-type: none"> • N/A
<ul style="list-style-type: none"> • NC542m 	<ul style="list-style-type: none"> • N/A
<ul style="list-style-type: none"> • NC522m 	<ul style="list-style-type: none"> • Linux FW component version 4.0.516 • Windows® FW component version 9.80

Fibre Channel host bus adapter (FC HBA) mezzanine cards

Component	Firmware
HP BLc QLogic QMH2462 4Gb FC HBA	BIOS: 2.12 (Linux FW component version 2009.10.07)
HP BLc QLogic QMH2562 8Gb FC HBA Supported on ProLiant G6 and limited Integrity blades only.	BIOS: 2.12 (Linux FW component version 2009.10.07)
HP BLc Emulex LPe1105-hp 4Gb FC HBA	Firmware: 2.80a4 BIOS: 3.03a9 (Linux FW component version 2009.09.11)
HP BLc Emulex LPe1205 8Gb FC HBA Supported on ProLiant G6 and limited Integrity blades only.	Firmware: 1.11a5 BIOS: 3.03a9 (Linux FW component version 2009.09.11)

Virtual Connect

Virtual Connect

Component	Version
Virtual Connect Firmware, Ethernet plus 8Gb 24-port FC Edition for Windows ¹	VC 2.32 ^{2,3} VC 3.18 ³
Virtual Connect Firmware, Ethernet plus 8Gb 24-port FC Edition for Linux	VC 2.32 ^{2,3} VC 3.18 ³

¹ This online VC 2.32 firmware component for Windows® can be run from the Windows CMS server in a BladeSystem Matrix environment to update all VC firmware in all BladeSystem Matrix enclosures. The 24-port VC-FC module is included in the HP BladeSystem Matrix starter and expansion kits.

² To download the online Virtual Connect (VC) 2.32 firmware component for Windows®, go to [HP BladeSystem c-Class Virtual Connect Firmware, Ethernet plus 8Gb 24-port FC Edition Component for Windows](#).

³ HP recommends updating to OA 3.21, iLO2 2.06, VC 3.18, and Matrix ProLiant server blade system ROMs as a set. These versions can be downloaded from [www.hp.com](#).

HP Integrity server firmware

BIOS

Server blade model	Version
HP Integrity BL860c Server Blade	04.21
HP Integrity BL870c Server Blade	04.21

Ethernet mezzanine card

Component	Version
HP Integrity Gigabit Ethernet Single-port NIC (Broadcom NetXtreme Gigabit Fiber)	HP-UX 11.31: 11.31.0909
NC532m	EFI: 5.0.23, MBA: 5.0.17, and Bootcode: 5.0.13
NC364m	Firmware 1.00
NC360m	Firmware 1.00

Fibre Channel host bus adapter (FC HBA) mezzanine card

Component	Version
QLogic QMH2462 4Gb FC HBA for HP c-Class BladeSystem	Multiboot Image 1.64 (BIOS: 1.26; EFI: 1.09; Firmware: 4.00.90)
QLogic QMH2562 8Gb FC HBA for HP c-Class BladeSystem	Multiboot Image 2.07 (BIOS: 2.08; EFI: 2.04; Firmware: 4.04.04)
Emulex LPe1105-hp 4Gb FC HBA for HP c-Class BladeSystem	Universal Boot: 6.03a7 BootBIOS: 3.0.a9 OpenBoot: 3.10a3 EFIBoot: 4.00a6
Emulex LPe1205-hp 8Gb FC HBA for HP c-Class BladeSystem	Universal Boot: 6.03a7 BootBIOS: 3.0.a9 OpenBoot: 3.10a3 EFIBoot: 4.00a6

4 Central management server software

Operating system

CMS operating system^{1, 2}

Operating system	Version
Windows Server® 2008, Enterprise Edition	R2 (x64)
Windows Server® 2008, Enterprise Edition	SP2: x64 and x86
Windows Server® 2003, Enterprise Edition	R2 SP2: x64 and x86
Windows Server® 2003, Enterprise Edition	SP2: x64 and x86

¹ In general, HP BladeSystem Matrix supports the same native CMS operating systems supported by HP Insight Dynamics management software, see the HP Insight Software 6.0 Support Matrix available at www.hp.com/go/insightdynamics/docs.

² HP Insight software is not supported on a virtual machine CMS guest in an HP BladeSystem Matrix production environment.



IMPORTANT: HP strongly recommends the use of Windows Server 2008 SP2, Enterprise Edition (x64 64-bit version) on a ProLiant server with at least 32 GB memory for optimal scalability and performance of the BladeSystem Matrix CMS.



IMPORTANT: For manual OS installs, HP strongly recommends using ProLiant Support Pack (PSP) 8.30 To download PSP 8.30 go to <http://welcome.hp.com/country/us/en/support.html>.

Insight Software DVD

DVD content

Software	Version
HP Insight Software (IS) DVD - Integrated Installer	6.0.0
HP Insight Software Advisor	6.0.0
HP Insight Dynamics	
HP Insight Dynamics capacity planning, configuration, and workload management	6.0.1
HP Insight Orchestration (also known as Insight Dynamics infrastructure orchestration)	6.0.0
HP Insight Recovery (also known as Insight Dynamics recovery management)	6.0.0
HP Insight Control	6.0.0
HP Insight Control performance management	6.0.0

Software	Version
HP Insight Control power management	6.0.0
HP Insight Control virtual machine management	6.0.0
HP Insight Control server migration	6.0.0
HP Insight Control server deployment	6.0.0
HP Insight Control server deployment supplement	6.0.2
HP Insight Control licensing and reports	6.0.0
HP Virtual Connect Enterprise Manager (VCEM)	6.0.0
HP Insight Remote Support Advanced Edition	A.05.40
HP Systems Insight Manager (HP SIM)	6.0.0
HP System Management Homepage (SMH)	6.0.0
HP Version Control Repository Manager (VCRM)	6.0.0
WMI Mapper	2.7
Management Information Base (MIB)	8.40
HP Insight managed system setup wizard	6.0.1
HP Insight mxsync utility	6.0.0

Additional prerequisite software

Non-OS software on the CMS

Software product and version	Notes
.NET 1.1 Framework	This is a requirement of Insight Control server deployment. This software is required on the server where Insight Control server deployment is installed.
.NET 2.0 SP1 Framework	If .NET2.0 SP1 is not already installed, the HP Insight Software Installer installs it.
.NET 3.0 Framework	This is a requirement of Insight Orchestration
.NET 3.5 SP1 Framework	This is a requirement of Insight Dynamics Storage Provision Manager.
ASP.Net service	This is a requirement of Insight Control server deployment. This software is required on the server where Insight Control server deployment is installed.
Adobe Acrobat Reader	Adobe Acrobat Reader is required to read the PDF documents on the DVD.
Adobe Flash Player Version 9 or 10	Adobe Flash Player Version 9 is included with Systems Insight Manager. When an action requires Adobe Flash Player and Adobe Flash Player is not already installed, Insight software will provide a link to install it. All Flash players are for x86 browsers only. You can run an x86 browser on an x64 OS.
Microsoft iSCSI Software Initiator	This is a requirement of Insight Control server migration.
SNMP	SNMP service which must be installed and configured with the installation of the Windows operating system
TCP/IP with DNS installed	System names must resolve to an IP address.

Software product and version	Notes
Windows Automated Installation KIT (WAIK) Version 1.1	<p>If you are installing or upgrading Insight Control server deployment, you must first install Microsoft WAIK 1.1, also known as the "Automated Installation Kit (AIK) for Windows Vista SP1 and Microsoft Windows Server 2008." It is available at the Microsoft website.</p> <p>Installing Insight Control server deployment on Windows OSs localized in Italian or Spanish requires the English Windows AIK. The localized Italian or Spanish Windows AIK does not have support for WinPE IA-64, which is required to install Insight Control server deployment.</p>
Windows Server 2003/2008 Insight Agents (SNMP):	Version 8.30, obtained from the ProLiant Support Pack 8.30
Windows Server 2003/2008 WMI Providers:	Version 2.4.0.0, obtained from the ProLiant Support Pack 8.30

Supported browsers

HP BladeSystem Matrix supports Microsoft Internet Explorer (IE) 7 and 8, as well as Firefox 3.x, for most users and tasks. Users of the Insight Control server deployment web interface will require IE7 or 8. Enabling Compatibility View is required if using IE8. The HP Storage Provisioning Manager requires a Windows-based browser.

Screen resolution

HP BladeSystem Matrix management software supports a minimum screen resolution of 1024 x 768. HP recommends 1280 x 1024.

Supported databases

Insight software requires a supported database on the server that will act as the CMS. If the CMS does not currently have a supported database installed on it, you must install a database before you begin installing Insight Software. For your convenience, Insight Software DVD #1 contains Microsoft SQL Server 2005 Express, which you can install before you begin.

Database name and version	Local Database	Remote Database
Microsoft SQL Server 2008 Standard and Enterprise SP1 ¹	✓	✓
Microsoft SQL Express 2008 SP1	✓	
Microsoft SQL Server 2005 Standard and Enterprise SP3 ¹	✓	✓
Microsoft SQL Server 2005 Express Edition SP3 ²	✓	

¹ SQL Server 2005 and 2008 supports up to 1,500 systems and 50,000 events.

² SQL Server 2005 Express Edition supports up to 500 systems and 5,000 events.

5 Managed system software

In general, HP BladeSystem Matrix supports the same managed node operating environments supported by HP Insight Dynamics management software, see the HP Insight Software 6.0 Support Matrix available at www.hp.com/go/insightdynamics/docs.

HP ProLiant managed systems

HP ProLiant Support Pack

ProLiant Support Pack (PSP)	Version
ProLiant Support Pack for Windows® Server	8.30
ProLiant Support Pack for Red Hat Enterprise Linux 5	8.31
ProLiant Support Pack for Red Hat Enterprise Linux 4	8.30
ProLiant Support Pack for SuSE Linux Enterprise Server 11	8.30
ProLiant Support Pack for SuSE Linux Enterprise Server 10	8.31

ESX management agents

Agent	Version
ESX 3.5 Update 5 Insight Agents (SNMP)	8.35
ESX 4.0 Update 1 Insight Agents (SNMP)	8.30

ProLiant managed node operating system support

Operating system	Version
Windows Server® 2008, Standard Edition	SP2: x86 and x64
Windows Server® 2008, Datacenter Edition	SP2: x86 and x64
Windows Server® 2008, Enterprise Edition	SP2: x86 and x64
Windows Server® 2008, Web Edition	SP2: x86 and x64
Windows Server® 2008, Standard Edition ¹	R2 (x64) ²
Windows Server® 2008, Enterprise Edition ¹	R2 (x64) ²
Windows Server® 2008, Datacenter Edition ¹	R2 (x64) ²
Windows Server® 2008, Web Edition ¹	R2 (x64) ²
Windows Server® 2003, Standard Edition	SP2: x86 and x64
Windows Server® 2003, Enterprise Edition	SP2: x86 and x64
Windows Server® 2003, Web Edition	SP2: x86 and x64
Windows Server® 2003, Datacenter Edition	SP2: x86 and x64 ³
Windows Server® 2003, Standard Edition	R2 SP2: x86 and x64
Windows Server® 2003, Enterprise Edition	R2 SP2: x86 and x64

Operating system	Version
Windows Server® 2003, Web Edition	R2 SP2: x86 and x64 ⁶
Windows Server® 2003, Datacenter Edition	R2 SP2: x86 and x64 ⁶
VMware ESX 3.5 or ESXi Server 3.5	Update 4 Update 5
VMware ESX 4.0 ^{4, 5} or ESXi Server 4.0 ^{4, 5}	Initial release Update 1
Red Hat Enterprise Linux 4 ³	<ul style="list-style-type: none"> • Update 6 for x86⁶ • Update 6 for AMD64 and Intel® x86-64⁶ • Update 7 for x86⁶ • Update 7 for AMD64 and Intel® x86-64⁶ • Update 8 for x86 • Update 8 for AMD64 and Intel® x86-64
Red Hat Enterprise Linux 5	<ul style="list-style-type: none"> • Update 2 for x86⁶ • Update 2 for AMD64 and Intel® x86-64⁶ • Update 3 for x86 • Update 3 for AMD64 and Intel® x86-64
SUSE Linux Enterprise Server 10	<ul style="list-style-type: none"> • SP2 for x86 • SP2 for AMD64 and Intel® x86-64 • SP3 for x86 • SP3 for AMD64 and Intel® x86-64
SUSE Linux Enterprise Server 11	<ul style="list-style-type: none"> • For x86 • For AMD64 and Intel® x86-64

¹ Insight Remote Support Advanced Edition A.05.40 is not supported.

² Only available from Microsoft in 64-bit mode.

³ Red Hat Enterprise Linux 4 is supported for most BladeSystem Matrix operations except server migrations.

⁴ Recommended for new installations.

⁵ VMware vNetwork Distributed Switch not supported by BladeSystem Matrix 6.0.

⁶ Not supported by Insight Control server deployment

Supported VMware ESX and Microsoft Hyper-V guest operating systems

Hypervisor	Supported OS
VMware ESX or ESXi Server 3.5 Update 4 or Update 5 VMware ESX or ESXi Server 4.0 Initial release or Update 1	Microsoft Windows and Linux OSs listed among managed system operating systems above
Microsoft Windows Server 2008 Hyper-V SP2 ² Microsoft Windows Server 2008 R2 Hyper-V ² Microsoft Hyper-V Server 2008 SP2 ² Microsoft Hyper-V Server 2008 R2 ²	Microsoft OSs listed among managed system operation systems above, plus the following Linux OSs ¹ : <ul style="list-style-type: none"> • RHEL 5.2 and 5.3 (x86 or x64) emulated devices only • SLES 10 with SP1 (x86 or x64) • SLES 10 with SP2 (x86 or x64) • SLES 11 (x86 or x64)

¹ RHEL and SLES VM guests on Hyper-V are not supported by Insight Orchestration or Insight Recovery.

² Insight Recovery supports non-clustered Hyper-V Windows guests as a technology preview in this release.

VMware Virtual Center

Software	Version
VMware Virtual Center 2.5	Update 4
VMware Virtual Center 4.0	Update 1 ¹

¹ Recommended for new installations

HP Integrity managed systems

HP Integrity Support Pack

Integrity Support Pack (ISP)	Version
Integrity Support Pack for Windows® Server	6.51
Integrity Essentials Foundation Pack for Linux Support Pack	4.90 October 2009

HP-UX agents

Software	Version
SNMP Agents (Integrity)	HP-UX: 0909

Integrity managed node operating system support

Operating system ¹	Version
HP-UX 11i v3	HP-UX 11.31 v3 0909
OpenVMS	OpenVMS 8.3-H1 ²
Microsoft Windows Server 2008 for Intel Itanium	R2

¹ Not supported by Insight Recovery.

² Only Insight Virtualization manager software, Insight Capacity Advisor software, and Insight Global Workload Manager software support OpenVMS. Logical server operations, Insight Orchestration software and Insight Recovery software are not supported.

6 Support and other resources

Contacting HP

Information to collect before contacting HP

Be sure to have the following information available before you contact HP:

- HP BladeSystem Matrix Starter Kit or Expansion Kit c7000 enclosure serial number
- SAID (Service Agreement Identifier) if applicable
- Software product name
- Hardware product model number
- Operating system type and version
- Applicable error message
- Third-party hardware or software
- Technical support registration number (if applicable)



IMPORTANT: Be sure to mention that this is an HP BladeSystem Matrix configuration when you call for support. Each HP BladeSystem Matrix Starter Kit or Expansion Kit c7000 serial number identifies it as a HP BladeSystem Matrix installation.

How to contact HP

Use the following methods to contact HP technical support:

- See the Contact HP worldwide website:
<http://www.hp.com/go/assistance>
- Use the Contact HP link on the HP Support Center website:
<http://www.hp.com/go/hpsc>
- In the United States, call 1-800-334-5144 to contact HP by telephone. This service is available 24 hours a day, 7 days a week. For continuous quality improvement, conversations might be recorded or monitored.

Registering for software technical support and update service

HP BladeSystem Matrix includes as standard, three or one year of 24 x 7 HP Software Technical Support and Update Service and 24 x 7 four hour response HP Hardware Support Service. This service provides access to HP technical resources for assistance in resolving software implementation or operations problems.

The service also provides access to software updates and reference manuals in electronic form as they are made available from HP. Customers who purchase an electronic license are eligible for electronic updates.

With this service, Insight software customers benefit from expedited problem resolution as well as proactive notification and delivery of software updates. For more information about this service, see the following website:

<http://www.hp.com/services/insight>

Registration for this service takes place following online redemption of the license certificate.

How to use your software technical support and update service

After you have registered, you will receive a service contract in the mail containing the Customer Service phone number and your Service Agreement Identifier (SAID). You need your SAID when you contact technical support. Using your SAID, you can also go to the Software Update Manager (SUM) webpage at <http://www.hp.com/go/hpsc> to view your contract online.

Warranty information

HP will replace defective delivery media for a period of 90 days from the date of purchase. This warranty applies to all Insight software products.

HP authorized resellers

For the name of the nearest HP authorized reseller, see the following sources:

- In the United States, see the HP U.S. service locator website:
http://www.hp.com/service_locator
- In other locations, see the Contact HP worldwide website:
<http://www.hp.com/go/assistance>

Documentation feedback

HP welcomes your feedback. To make comments and suggestions about product documentation, send a message to:

<mailto:docsfeedback@hp.com>

Include the document title and manufacturing part number in your message. All submissions become the property of HP.

Security bulletin and alert policy for non-HP owned software components

Open source software (such as OpenSSL) or third-party software (such as Java) are sometimes included in HP products. HP discloses that the non-HP owned software components listed in the HP Insight Dynamics end user license agreement (EULA) are included with HP Insight Dynamics. To view the EULA, use a text editor to open the `/opt/vse/src/README` file on an HP-UX CMS, or the `<installation-directory>\src\README` file on a Windows CMS. (The default installation directory on a Windows CMS is `C:\Program Files\HP\Virtual Server Environment`, but this directory can be changed at installation time.)

HP addresses security bulletins for the software components listed in the EULA with the same level of support afforded HP products.

HP is committed to reducing security defects and helping you mitigate the risks associated with security defects when they do occur. HP has a well defined process when a security defect is found that culminates with the publication of a security bulletin. The security bulletin provides you with a high level description of the problem and explains how to mitigate the security defect.

Subscribing to security bulletins

To receive security information (bulletins and alerts) from HP:

1. Open a browser to the HP home page:
<http://www.hp.com>
2. Click the **Support & Drivers** tab.
3. Click **Sign up: driver, support, & security alerts**, which appears under **Additional Resources** in the right navigation pane.
4. Select **Business & IT Professionals** to open the Subscriber's Choice webpage.
5. Do one of the following:
 - o Sign in if you are a registered customer.
 - o Enter your email address to sign-up now. Then, select the box next to **Driver and Support alerts** and click **Continue**. Select **HP BladeSystem Matrix Converged Infrastructure** from the **product family** section A, then select each of the **BladeSystem Matrix** entries in section B.

Related information

The latest versions of manuals (only the *HP BladeSystem Matrix Compatibility Chart* and *HP BladeSystem Matrix Release Notes* are available) and white papers for HP BladeSystem Matrix and related products can be downloaded from the web at

<http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp?contentType=SupportManual&lang=en&cc=us&docIndexId=64180&taskId=115&prodTypeld=3709945&prodSeriesId=4223779>.